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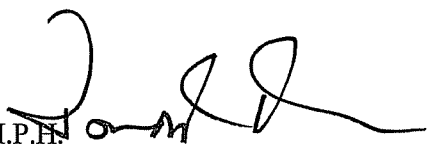
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September 23, 2011

TO: Each Supervisor

FROM:  Jonathan E. Fielding, M.D., M.P.H.  
Director and Health Officer

**SUBJECT: REQUEST TO AMEND EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDER NO. 7E-2294**

This is to notify you of the intent of the Department of Public Health (DPH) to request the Internal Services Department (ISD) to amend the Information Technology Support Services Master Agreement (ITSSMA) Work Order 7E-2294, with Totalis Consulting Group, Inc. (Consultant) to extend the term through September 30, 2012 and increase the total maximum amount by \$190,000 from \$299,000 to \$489,000.

DPH's mission is to protect and promote the general health and well-being of the population of Los Angeles County. To achieve this, DPH operates a number of programs that address the environment, the population at large, and special populations. These programs are highly specialized and have unique support requirements for automation, data collection, and reporting. Public Health Information Systems (PHIS) serves as the DPH's central information technology organization, operating under the DPH Chief Information Officer.

Many of these programs rely on PHIS for support in selecting, configuring, and/or developing software applications to meet business needs. Each system effort requires business analysis and project management support to explore and document business requirements and manage the implementation of the respective solutions. For example, there are a number of application development projects within PHIS which require the expertise of a Business Analyst/Project Manager to gather requirements and manage the projects as they are being implemented. Because PHIS does not have staff with the requisite knowledge and technical skills to perform these tasks, PHIS has to obtain these services from an outside consultant.

DPH is developing or enhancing a series of custom software applications to support various programmatic and administrative functions within the Emergency Preparedness and Response Program and Human Resources. These systems include:

- ePASS - Enhancements to Version 1.0
- Public Health Directory - Development of Version 2.0
- Public Health Directory - Development of Assignment Tracking features
- Public Health Directory - Development of Mir3/Everbridge Data Export capability

In addition to the projects noted above, applications such as Public Health Directory v.1.0 and ePASS are now in production and require routine application software maintenance. Finally, DPH is working on enhancements to the Tuberculosis Control program system

The scope of work for this Work Order is directed at the delivery of the following services for all the projects listed above:

*Project Management*

- Develop and maintain software project plans and monitor project delivery schedules
- Provide project status reports to the project teams and steering committees
- Develop project iterations and track task assignments
- Track burn-down charts and maintain a log of project risk/issues
- Ensure alignment with software development standards and procedures
- Manage change control requests and approval processes
- Support QA and production release activities

*Business Analysis*

- Elicit business requirements from subject matter experts
- Develop process flow diagrams and document user stories
- Facilitate design reviews with software architects, developers, and/or database analysts.

**JUSTIFICATION**

The Amendment of the referenced Work Order is needed for DPH to continue to receive skilled expertise to support DPH's critical operations. Efforts are underway to secure a permanent item to support this function; however, currently, there are no business analysts or project managers in the application development section of PHIS. This request is designed to timely access needed services at a skill level commensurate with the business analysis and project management needs of the County.

The Consultant's hourly rate of \$90 per hour for this Work Order will remain the same through the extended term of the Work Order. Sufficient funds for this Work Order are available in DPH's budget. DPH will not request an extension of this Work Order beyond September 30, 2012.

**NOTIFICATION TIMELINE**

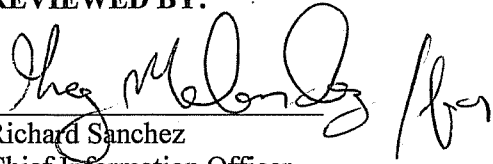
Consistent with ITSSMA policies and procedures, I am informing your Board of my intention to extend the term of this Work Order and increase the maximum dollar amount. If no objection is received from your Board in ten business days upon receipt of this Board notification, we will request ISD to proceed with the extension.

If you have any questions or require additional information, please let me know.

JG:dc

c: Chief Executive Officer  
Executive Officer, Board of Supervisors  
County Counsel  
Chief Information Officer  
Director, Internal Services Department

**REVIEWED BY:**

  
Richard Sanchez  
Chief Information Officer